City of Tempe

SENIOR INFORMATION TECHNOLOGY SERVICES CONSULTANT

JOB CLASSIFICATION INFORMATION

Job Code:	379	*FLSA Status:*	Exempt
Department:	Information Technology	*Salary / Hourly Minimum:*	$72,864
Supervision Level:	Non-Supervisor	*Salary / Hourly Maximum:*	$97,877
Employee Group:	UAEA	*State Retirement Group:*	ASRS
Status:	Classified	*Market Group:*	IT Services Consultant II+
Safety Sensitive / Drug Screen:	No / Yes*	*EEO4 Group:*	Professionals
Physical:	No		

*Drug screen required when assigned to the Police Department.

REPORTING RELATIONSHIPS

Receives direction from the IT Supervisor or from other supervisory or management staff.

MINIMUM QUALIFICATIONS

Experience:	Four (4) years of PC systems customer support experience (e.g. client based operating systems such as Windows 95/98XP, Novell and Microsoft networking technologies, database applications such as Oracle and MS Access, and desktop applications).
Education:	Equivalent to a bachelor's degree from an accredited college or university with major course work in computer information systems or a degree related to the core functions of this position.
License / Certification:	- Possession of certification in current Microsoft/Novell technologies is preferred. Appropriate current technologies (e.g. MCP/MCSE or CNA/CNE certification in Novell and Microsoft technologies). - Possession of a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of technical duties including complex technical assistance to resolve user problems; managing projects from their

inception to their completion; and intensive research of new computer technologies for use within the city. An understanding of complex computer systems along with various network systems is essential to provide system analysis and technical assistance to all levels of computer support personnel. An understanding of these systems is also necessary to assist in the prevention and correction of computer system malfunctions.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Assist in coordinating projects and resources related to support staff and all computer systems; provide technical direction regarding staff activities required to implement projects and system hardware and software installations and upgrades.

- Provide technical specifications and assistance to other city staff responsible for the selection of and use of PC based hardware and software applications; manage technical projects including planning, monitoring, and preparing technical specifications for bids and purchase requests; perform research, recommend, assist in the purchase of, and oversee the installation and upgrading of hardware and software products for all PC client-based systems.

- Write policies, procedures and standards for the design, operation, installation and maintenance of all personal computer based systems and peripherals

- Evaluate the performance of City computing resources to include databases, spreadsheets, word processors and graphics based products for system and application performance.

- Analyze problems and develop solutions using various tools to diagnose and repair equipment in the event of a hardware or software malfunction.

- Work with computer vendors to resolve PC system malfunctions, including hardware and software failures.

- Provide technical assistance to staff in all departments regarding PC or application difficulties; analyze and recommend solutions to meet operational needs.

- Assist in maintaining interoperability among City operating systems including electronic mail, file transfers, network services, and database access. Assist in diagnosing Microsoft NT or Novell NOS services.

- Assist in maintaining and evaluating operating system policies and standards of computer systems and make modifications when necessary.

- Attend training classes and read computer related publications and journals to keep abreast of technological advancements.

- Perform related duties as assigned.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Operate city vehicles;
- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;

- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:
City of Tempe, AZ : Competencies

JOB DESCRIPTION HISTORY

Effective 1997
Revised January 2000
Revised May 2005
Revised December 2013 (Title Change)